



■ CORPORATE SOCIAL RESPONSIBILITY AND LOCAL DEVELOPMENT

Mapping - Dialogue - Social impact studies for Corporate Social Responsibility

It is a well established fact that stakeholder mapping is an essential prerequisite for all processes of dialogue and investment in Corporate Social Responsibility. A method, known as SRM+ (Stakeholders Relationship Management), has been developed to provide assistance to the different sites in this mapping exercise.

Ease of use has been a key factor in determining its success and application throughout the Group. In Marketing France, nine service stations have been selected as pilot sites together with the plant at Lescot. Marketing Europe selected the depot in Rome and a service station in Italy, and the bitumen plant at Preston and several service stations in the UK. Total Bangladesh has selected two sites: the SK terminal at Chittatong and the subsidiary head offices at Dhaka. In September, Total South Africa and Total Senegal implemented SRM+ pilot projects for a number of service stations and depots. Still as part of this corporate social responsibility campaign, the Raffinerie des Flandres has launched a consultation process for its stakeholders. The Speciality Chemicals branch has selected the lubricant plants at Rouen (France), and in the suburbs of Buenos Aires (Argentina), as pilot sites. In Chemicals, the SRM+ pilot sites are at Carling and Feluy for Total petrochemicals, Grandpuits and Rouen for Grande Paroisse, and finally San Celoni (Spain) and Villers Saint Paul (France) for Cray Valley. Although these sites are already very committed in the efforts being made with their stakeholders, the managers nevertheless wanted to benefit from the new tools being offered by the Group as quickly as possible. The consultation phase for the stakeholders is now under way, and current status should be completed at the beginning of 2006.

SRM+

Stakeholder Relationship Management

Total Bitumen Plant in Preston (UK)

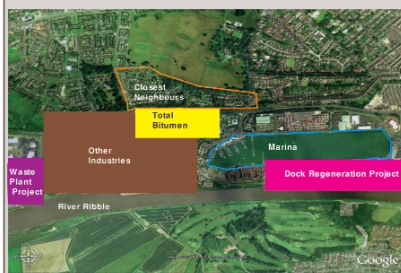
Site Manager: Mike Linley
HSEQ Manager: Paul Towers

Business Case

- ✓ History of dialogue
- ✓ Risk assessment
- ✓ Mapping of stakeholders and themes
- ✓ Action Plan
- ✓ External consultations

RM IMKE 12 Dec. 2005

Validation: Mike Linley, Guy Loup Motte



Preston's
SRM+
Business Case

The Cook Composites & Polymers (CCP) plant at Saukville in Winconsin (USA), has been awarded the Cray Valley Innovation Prize (HSE category) for the quality of the Corporate Social Responsibility dialogue at the site. The plant was created in 1948 and bought by CCP in 1990. Very early, this Resin Division site gained a negative image in the media, and had been the object of substantial opposition from the local neighbourhood and local politicians. At the end of the 90s, the local climate encouraged the CCP to modify its approach, and to adopt a policy for progress in liaison with the regional environmental authority. A Community Advisory Committee (CAC) of about twenty people was set up in 2001, and includes representatives from CCP, from the local community, elected officials and representatives from a number of different administrations. The committee has launched a number of ameliorative actions, including a forum for dialogue, which the plant manager considers has been very positive. In particular it has led to a reduction of general stress and a lighter work load. The number of complaints received by the plant clearly illustrates this. Although the complaints being received by



Meeting of the Saukville Community Advisory Committee

■ Contents

- Corporate Social Responsibility and Local Development
 - Mapping - Dialogue - Social impact studies for Corporate Social Responsibility
 - Local partnerships
 - Training - Skill development Youth education
 - Local Economic Development
- Regional Corporate Social Development Programmes
 - Regional partnerships
- Corporate Social Responsibility Solidarity
- HSE public policy
 - Road safety
 - Health
- Access to energy and new energy sources
- Innovation and product life cycle
- Biodiversity
- Life of the network
 - New SD Departments
 - Staff movements
 - Meetings and Seminars
- Publications



TOTAL



■ CORPORATE SOCIAL RESPONSIBILITY AND LOCAL DEVELOPMENT (cont'd)

Mapping - Dialogue - Social impact studies for Corporate Social Responsibility (cont'd)



View of the Saukville site

the plant manager initially leapt from 94 in 2003 to 171 in 2004, this collapsed to 14 in 2005. The dialogue strategy has enabled both time and money to be saved, as the authorities are now far speedier in adopting projects, and above all, the plant now

enjoys a better image in the community. The rewards were swift to follow, in 2003, the plant won the Saukville Business of the Year award and in 2004 the Wisconsin Business Friend of the Environment.

An Open Day was organised on the 8th June at the decommissioned **huiles, goudrons et dérivés (HGD)*** industrial site at Vendin-le-Viel in the Pas-de-Calais region, in the north of France. The pollution clean-up operation for the site is notable for the choice of very environment friendly techniques and a major effort to fit it back into the local context. The objective is for rehabilitation to merge the site into the surrounding environment. The project is being conducted in liaison with the local municipalities, which will of course be closely involved with any future land use proposals. The "Open Day" provided an opportunity for the press, representatives from local government, and the authorities together with a large number of local people, to see what changes are being made at the site.

* Huiles, goudrons et dérivés: Oils, Tars and Derivatives

Local partnerships

On the 24th June, Jean-Michel Gires, Executive Vice President Sustainable Development and Environment and Jean-Marc Jaubert, Senior Vice President Industrial Safety, signed a partnership convention with Dominique Jourdain and Yves Blein, president and vice-president respectively of the French association, **Eco-Maires**. This is an organisation of environmentally committed Town Mayors. The objective of the convention is to favour industrial activity which respects legitimate environmental issues and which is attentive to all stakeholders, in the front line of which are local community organisations. The convention will

be applied to four partnership projects being conducted at four pilot sites. Each project will have a specific theme: community social responsibility dialogue for an industrial platform (*Fos-sur-Mer*), management of disused industrial land, with close consultation between a company and a local community (*Ivry-sur-Seine*), industrial nuisance and information exchange between a municipality and inhabitants of an industrial neighbourhood (*Gonfreville-l'Orcher*), and finally prevention, consultation and intervention for the sustainable development of an industrial site and the municipality in which it is based (*Feyzin*).

Training - Skill development - Youth education

The sponsorship committee of **Developpement Durable de l'Outre-mer⁽¹⁾** has decided to provide support for the ongoing SOS Villages d'Enfants project run by Total Tunisie⁽²⁾ in the south of the country. In the Mahrès region, in collaboration with the Tunisian branch of the association, the subsidiary plans to build a house for ten children. The new house will enable these children to go to school, to receive professional training and to live in a stable and safe social environment until such a time as they are old enough to be independent and have a job. This association works for children who have lost their family support either because they are orphans or abandoned. The children are welcomed into the SOS villages, and given a home in one of the village houses, which provide a family-like environment.

Total Nigeria is developing a skills acquisition scheme for underprivileged children. A number of disadvantaged children are chosen by their community to attend the skills acquisition centre, where they are trained for 6 months to one year. On completion of the course they can start work. Similarly, **Total Djibouti** supports the Alliance Franco-Djiboutienne literacy programme. 47 girls are currently attending this programme, which teaches them a trade or skill. Students from the United Arab Emirates are provided with the opportunity of finishing their studies in France, by means of an ever increasing number of grants

offered by **Total E&P EAU**. In Iran a similar type of partnership programme, organised with Iranian universities, has selected 10 students for a 1 to 3 year university education in France.

In India, **Total Gas & Power India**, recognizing the currently inadequate training provision for young people, has launched an education and training programme which aims to provide the local population with skills and training, currently not provided for them. The courses will target those skills necessary to set up viable and potentially profitable businesses. Thus, four activity and library centres have been created for seven villages and a training course organised, to improve the skills of twenty voluntary teachers. In the **Logistique Pétrolière de Madagascar** subsidiary, internal communication and communication with the crews of boats working to restock coastal depots is a source of problems. The subsidiary has implemented a wide-ranging campaign to provide French classes for its staff in order to improve the situation. The project is currently providing French classes for 186 members of staff, based in 13 different sites. Last year, a training programme for development of micro-enterprises, was opened in Rio Grande, in the Fire Lands (Terra del Fuego) of southern Chile. The programme, which continues this year, illustrates Total's commitment to provide training for its local suppliers.

(1) Sustainable Development Overseas - (2) Total Tunisia Childrens Village Programme



■ CORPORATE SOCIAL RESPONSIBILITY AND LOCAL DEVELOPMENT (cont'd)

Local Economic Development

As part of its restocking contract at the Tshikondeni mine in the province of Limpopo, **Total South Africa** has extended its contribution to economic development with a corporate social development programme. Total South Africa has already provided a substantial contribution to local development with the construction of the oil depot (85% of the hired labour is local). The subsidiary is now piloting the creation of allotment and market gardens in co-operation with the neighbouring communities. The objective is to boost agricultural economic development in the area, as such activity contributes to employment and income for the often underprivileged populations. The subsidiary has provided tools, seeds and appropriate training to complete this action.

Total Gas & Power India has also sponsored a programme to help 32 fishing families to regain their self sufficiency and start providing for themselves again. The programme is based on property creation, to provide long term sustainable income. The main achievement has been the construction of rooms either to extend the families' living areas or for rent, the creation of roadside restaurants and the conversion of rooms to create shops and telephone booths. This programme can be considered to have achieved its objectives, as the strategy was to not distribute cash handouts, but to establish a system combining compensation and creation. In Syria an agreement has been signed with the UNDP*, to provide support for small companies and to set up an Economic Development Centre as a resource service for the founders of these small businesses at Deir Ez Zor, a town where **TEPS** operates.



A woman repaying her loan at Jusepin

The site at Jusepin, with its 7 000 inhabitants (11 000 including the surrounding villages) is representative of the **Total** Corporate Social Development approach in **Venezuela**. The Group has funded a technical survey, in co-operation with a local association Fundefir, with a view to setting up *bankomunales*, which are small neighbourhood banks. These small financial organisations are managed by local inhabitants on a collegiate system. This money is to fund micro-enterprises or to provide assistance for local projects, such as agricultural projects. These organisations are run like normal banks, and offer loans at preferential rates. Each member of the community contributes to the initial capital assets of the bankomunales. The same idea has been replicated around Yucal Placer where the first three bankomunales were created in the State of Guárico. Finally, three co-operatives have been created as part of a programme to boost the local economy at the Sincor site.

* UNDP: United Nations Development Programme

■ REGIONAL CORPORATE SOCIAL DEVELOPMENT PROGRAMMES

Regional partnerships

Total Kenya which is aware of the problems caused by deforestation, launched an ambitious programme in 2003 called the "Total Eco-Challenge". This action is sponsored in partnership with a number of laboratories and horticultural centres as well as all the associations and local communities developing similar projects in Kenya. The objective is to raise the awareness of the largest number of people possible and to replant 100 million trees each year. In support of this, Total Kenya has allocated a plot of land in about one hundred service stations for tree nurseries, offering unlimited technical advice and a retail outlet for tree seedlings. In parallel to this action, the subsidiary has organised a Kenya-wide challenge to reward the most remarkable local initiatives. In 2005, 1200 projects competed in the Total Eco Challenge, which illustrates the enormous interest that this programme has excited among Kenyans. The competing projects include: planting trees with medicinal properties and trees for the wood industry, the development of tree nurseries, distribution of seedlings and the provision of water tanks.

The ecological management programme for the Mahakam delta zone in **Indonesia**, has received the support of two international organisations, the UNDP and the UNITAR⁽¹⁾ and of one NGO, the BEBSIC⁽²⁾. The objective of the programme is to slow down and ultimately halt the environmental degradation of this area and to obtain a sustainable divide of land use, between shrimp farming (60%) and mangrove forests (40%). Although this project has

An abandoned shrimp farm in the Mahakam Delta



received the support of all the stakeholders, the funding arrangements have not yet been finalised.

Finally, **Total Uganda** has given its support to the *National Lake Rescue Institute (NLRI)*, as part of its programme to raise the awareness of the population living on the banks of Lake Victoria on maritime risks and protection of the unique local environment.

In France, **Total Petrochemicals** supported the summer 2005 "Vacances Propres" programme. This campaign aims to educate the public to protect the environment better, and to help protect popular leisure sites from the anarchic litter of holiday waste. This programme is orchestrated by 1 500 popular holiday destination sites which provide double waste collectors for holiday makers.

Total UK has signed an agreement with the Fair Trade Organisation in order to promote the distribution of fair trade products – mainly coffee and chocolate – in service stations and at the Head Office in the UK

(1) UNITAR: United Nations Institute for Training and Research
(2) BEBSIC: Bensama Menyelamathan Bekunten dan Habitatnya

Actions



■ CORPORATE SOCIAL RESPONSIBILITY SOLIDARITY

On the 29th August 2005, the states of **Louisiana**, **Mississippi** and **Alabama** were devastated by Hurricane *Katrina*. The Group, which has some 700 members of staff in this area, immediately mobilised to help those whose families

and property had been seriously affected by the storm. As a sign of its solidarity for the people living in this region, Total sent a donation of one million dollars to the American Red Cross.

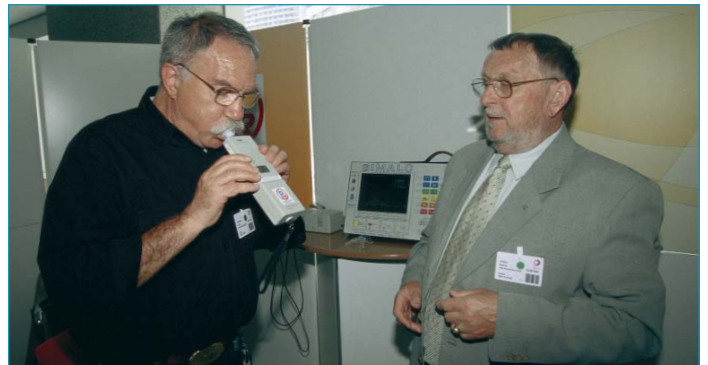
■ HSE PUBLIC POLICY

Road safety

Road transport is one of the major causes of death in the world, and as such road safety programmes are one of the major Sustainable Development themes of the Group. This priority is visible in a whole range of actions conducted by the Group. In Jamaica, **Total Jamaïque** advertises its campaign "Sécurité Enfants" [Children's Safety First] on the rear of urban buses. To further boost this campaign, a cartoon strip is published in a weekly comic called "Children's Own", which is sold in schools and which the subsidiary distributes in schools near its service stations. In Morocco, **Total Maroc** has launched a similar campaign across its service station network also targeting children; the distribution of stickers and comics is planned. In Senegal, **Total Sénégal** has participated as a partner in the third annual national Road Safety Week. This is organised by the association "Nouvelle prévention routière du Sénégal" (NPRS) [Senegal New Road Safety Programme]. This year the theme was "the Highway Code", highlighted in many events including free vehicle road safety tests (MOT) and neighbourhood actions. The subsidiary also donated 500 school exercise books containing advice on road safety.

Total Ghana has confirmed its commitment to road safety by launching a campaign to promote good practice, focusing particularly on children. To this effect, markings to promote road safety have been painted on the roads near schools and the subsidiary has sponsored organisations which regulate the traffic at the end of the school day. Educational brochures have been distributed in schools and service stations to consolidate the message. **La Sara** has organised a competition to find the best short film scenario on road safety targeting young people. This competition was organised in partnership with the Road Safety Organisation, the national school board and the television channel RFO. The film of the winning scenario, was designed to raise the awareness on the risks of road transport and on driving behaviours. It was destined for the general public, but for young people in particular. **Total Guinée Conakry**, **Total Niger** and **Total Pacific** have also launched a campaign entitled "Let's teach our children road safety".

Total Réunion, in partnership with the national Road Safety Programme, is continuing its campaign to curb drink and driving. Some 17 500 breathalyser kits were put for sale in service stations; at the tills, posters and pamphlets consolidated the message. In a special event in Ouagadougou, Burkina Faso, **Total Burkina** presented a motorbike helmet to each member of staff travelling by powered two wheeler (PTW). This PTW helmet operation is part of a wider campaign on road safety to which the subsidiary is committed.



Total and the Road Safety Programme raising awareness on driving risks.
View of the drink and driving stand

In the Cameroon, the traffic accident rate is extremely high and there is no adequate practical training structure for truck drivers. In continuation of the PATROM* (Programme for the Improvement of Overseas Road Traffic Safety) operation, **Total Cameroun** has decided to create a driving training centre to promote safe driving. This small organisation aims to provide practical and theoretical training for 300 of the subsidiaries tanker drivers over an 18 month period. Its focus will subsequently be widened to all the truck drivers of the Cameroon, and maybe the sub region, with the ultimate objective of institutionalising this type of approach in the training of all drivers in co-operation with the public authorities.

The **PATH** initiative launched in **Madagascar** in 2003 (to be completed in 2005), aims to improve road safety in the transport of hydrocarbons. The programme has proved that it is possible to run an economic programme in a developing country in full compliance with the Global Compact and the Millennium Development Objectives. This project has enabled the Group to achieve its road safety standards, to create an important hub of small and medium sized hydrocarbon road transport enterprises and finally to put together a pool of reliable and well trained truck drivers. The creation of this hub was made possible by the mobilisation of local entrepreneurs, public authorities and by co-operation with civil organisations. In real terms, the programme has provided theoretical and practical training for 1 153 trainees (drivers, driver assistants and policemen) and management training for the 93 transport company managers. Still in Madagascar, measures have also been taken to reduce the accident rate in the Petroleum Logistics branch, where an action plan has been implemented to improve road safety during parking manoeuvres and for the truck traffic. The programme was conducted in partnership with the stakeholders including municipalities and neighbourhood associations.

* PATROM: Programme d'amélioration du transport routier Outre-mer



■ HSE PUBLIC POLICY (cont'd)

Health

As soon as **Total E&P Angola** was informed of the *epidemic outbreak of Marburg haemorrhagic fever* in the province of Uige, it acted. First, the staff were told of the situation and a conference organised to provide them with information and reassurance on the virus. Information booklets in French and Portuguese providing advice on basic health measures and an internet site providing information on the virus was created. In the field, practical measures for protection and prevention were adopted. Total E&P Angola also provided support to the

Angolan Ministry for Health and with most of the other oil majors will participate in a medium term programme piloted by the WHO. To complete the package, systematic testing for Marburg haemorrhagic fever will be added to the list of priority diseases which are monitored as standard procedure, these include malaria, AIDS and sleeping sickness among others. In the long term, Total E&P Angola wishes to participate in the provision of epidemiological training for national managers.

As regards **AIDS** In Africa, a common approach has been defined for different Branches of the Group, involving awareness-raising, education, prevention, voluntary testing and the provision of medical care for staff affected by the disease and who wish it. This health policy strategy has been defined in co-operation with a number of key players from both public health or local private health organisations, national programmes to fight AIDS, laboratories, health centres, general practitioners and local and international associations. As part of this action, **Total Djibouti**, in co-operation with its partner OPS, organised two days of information

and awareness-raising for all the staff. The subsidiary has also installed the first condom distribution machines in its buildings. **Total Nigeria** has asked its partner **Quaints Consultants** to conduct a study to assess the level of knowledge on the pandemic among its employees. In Kenya, in partnership with General Motors and the Nation Media Group, **Total Kenya** is working with the association "Alive and Kicking" in an operation to raise awareness about AIDS and malaria among schoolchildren. For four weeks a team of people from the association will tour the country, organising events and information sessions in about twenty schools.

On the 13th October 2005, **Total** and the **Institut Pasteur** a private, non-profitmaking biomedical research foundation, signed a patronage convention which aims to reinforce the scientific and human resources to combat infectious diseases. This five year agreement, includes support for Institute research programmes and training programmes on infectious diseases in non-OECD countries where there are Institut Pasteur research centres. The Group has allocated some 10 million Euros for this project between now and 2010. This partnership is conducted at regional level and as part of this, **Total E&P** has signed a partnership agreement with the **Centre d'appui des jeunes** (Youth Care Centre) an Angolan NGO. Young people can go to this association where they are welcomed, provided with information, given advice and offered testing for sexually transmissible infectious diseases. The partnership signed on the 13th September 2005, will reinforce the pedagogic resources of the organisation for the training and specialisation of doctors, nurses and social workers who are actively working with youngsters on this problem. Similarly, Total E&P will sign a five year

contract with the Institut Pasteur in **Iran** to build and launch a health education centre, which will raise awareness among the general public, particularly young people, on preventive strategies to adopt to avoid infectious diseases.

Total Gas & Power India has sponsored HIV/AIDS initiatives, vaccination programmes and campaigns to encourage gynaecological consultations. This patronage has been used to fund information campaigns on HIV and other sexually transmissible diseases and for the training of traditional midwives in co-operation with an organisation working in rural areas.

Together with the national anti malaria programme*, PNL, **Total RCA** (République de Centrafrique) participated in the 5th African Malaria Day, and distributed more than 20 000 insecticide aerosols to public organisations. **Total Togo** has provided its support to make the work of the PNL better known to the general population and to the Milawoe Student Doctors Association. In particular, the subsidiary donated insecticide products to these organisations. The Group has also been supporting the PNL in Senegal. **Total Sénégal** has provided all the staff with information on the battle to combat the scourge of malaria, and symbolically presented each member of staff with an insecticide impregnated mosquito net.

Finally, the **Red Cross** Association and **Arkema** have committed themselves over a two year period, to work together with the 35 Arkema sites in France to raise awareness among the 5 000 staff and neighbours most closely affected on "First Aid Strategies". This partnership should contribute to the general programme of First Aid awareness in France. This is part of the Group's *Terrains d'entente* programme, designed to encourage industrial plants to become more involved and develop and improve dialogue with their neighbours.

PNLP: Programme national de lutte contre le paludisme



Signature of the patronage convention with the Institut Pasteur
From left to right: Jean-Jacques Guilbaud, François Ailleret (Institut Pasteur),
Thierry Desmarest, Alice Dautry (Institut Pasteur), Jean Privéy

Actions



■ ACCESS TO ENERGY AND NEW ENERGY SOURCES

2 billion people in the planet still do not have access to electricity, and in these countries and areas, life expectancy can be less than 35 years. As part of its sustainable development policy, the Group must adopt an access to energy policy which goes beyond actions merely to promote corporate social development. In fact, why not fix more ambitious targets such as providing one million people with access to energy with Total programmes by 2010? On the ground, the Group is already acting in a number of countries, such as Mali, Morocco, South Africa, and other projects are on the drawing board.

Total Réunion has developed its first “solar and sustainable development” station, in partnership with Solelec, a subsidiary of Tenesol. 250 m² of photovoltaic solar panels have been installed on the canopy of a service station, which provides 30KWc of power. The energy produced is sold back to EDF (the French national electricity utility). To complement the solar equipment, Total Réunion has equipped this station with LED*, low consumption light bulbs, solar water heaters and a system for recovering rainwater. A partnership agreement has been signed with **Tenesol Venezuela** to promote electrification projects in the Orenoque delta. This project will commence in 2006.



Installation of a photovoltaic system on the roof of a house at Khmisset in Morocco

Total Senegal sells a considerable volume of fuel to fishermen. However, certain isolated fuel stations are not connected to the electricity network and so must use generators for their energy supply. Following a pilot project which was conducted in Rufisque, in the Dakar suburbs, the subsidiary has decided to extend its renewable energy action to two new, but isolated fishing boat refuelling stations, located at Fatick and Ziguinchor, which will be equipped with photovoltaic panels. Quite apart from being a good alternative to generators, this energy solution can supply other equipment useful for the fishing community.

(*) LED: Light emitting devices (Luminescent electro diodes)



Solar panels provide electricity in isolated zones in the province of Kwazulu Natal in South Africa

■ INNOVATION AND PRODUCT LIFE CYCLE

In order to satisfy two European environmental standards (Euro IV and Euro V) to regulate the polluting emissions of heavy goods vehicles, the majority of vehicle manufacturers have opted for the SCR (Selective Catalytic Reduction) technology to reduce nitrogen oxide emissions. This process enables 85% of nitrogen oxides to be converted into water and nitrogen. This is achieved by adding urea to the vehicle exhaust system. The urea is added in an aqueous solution called AdBlue. In June Total inaugurated the first French service station to distribute urea after a pilot trial in three German service stations. It plans to introduce **AdBlue** to 400 Total and AS24 (service stations for heavy goods vehicles) in Europe by 2008.

The big challenge facing agriculture today is to provide enough food for man, while respecting the environment and maintaining product quality. Basically plants must be given the nutrients they need, but only as much as they need and no more: this is the objective of reasoned or integrated fertilisation. To help farmers achieve this, Grande Paroisse has designed **GPN®**, a tool which enables farmers to quickly, accurately and reliably evaluate the quantity of nitrogen needed by a crop, and to adjust fertilisation rates accordingly. GPN® which promotes profitable and environmentally friendly, agricultural practice has already proved very successful among farmers. The development of GPN® is part of a commitment to promote reasoned or integrated fertilisation, taken by Grande



■ INNOVATION AND PRODUCT LIFE CYCLE (cont'd)

Paroisse in the Gers more than 20 years ago. In addition, this approach has been associated with the planting of grass strips along the edge of watercourses. This practice is among the package of eco-conditionality measures chosen by France in line with Common Agricultural Policy reforms. This policy is also evident in the action plans for the French national strategy on biodiversity presented by Nelly Olin, Environment and Sustainable Development Minister at the French Council of Ministers on the 23rd November 2005.

On the 7th November 2005, the 16th Batimat Innovation Competition was held in Paris. The objective of this competition is to reward technological breakthroughs in the building trade. Among the seven categories of products being entered, Bostik Bâtiment was awarded the gold medal for **Tarbicol MS Elastic** in the category "Floor and wall coverings". This is the first trowellable parquet flooring adhesive



An innovative product :
the *Tarbicol MS Elastic* adhesive

based on MS polymer technology. The Innovation Batimat 2005 gold medal rewards Bostik for its technical research which has favoured **HQE***. *Tarbicol MS Elastic* is an adhesive which is environmentally friendly, kind to wood products and safe for health, whilst offering many advantages for laying all kinds of hardwood and parquet floors.

* HQE: Health Quality and Environment, a French construction standard

■ BIODIVERSITY



View of the Port-Cros national park

From the 5th to the 7th October, the Total Foundation held the third session of the Entretiens de Port-Cros [Port-Cros Meetings], in partnership with the National Park of Port-Cros, Ifremer, the IUCN and the NOCS. The theme of the meeting, which was held on the Île de Porquerolles, was "Deep Sea Biodiversity". The presentations were grouped under three main headings: the state of knowledge on deep sea biodiversity and on deep marine ecosystems, the impact of human activity on the marine biodiversity of deep marine ecosystems, and conservation measures. A meeting to introduce the Panglao Marine Biodiversity Project was held on the 26th September in Singapore. This project, which is sponsored by the Foundation, has brought together 24 research scientists from 19 different countries. To date it is the largest and most ambitious programme ever undertaken on crustaceans and molluscs.

(1) IUCN: International Union for the Conservation of Nature

(2) NOCS: National Oceanography Center, Southampton

■ LIFE OF THE NETWORK

New SD Departments

Total E&P Syrie has set up a Sustainable Development committee comprising local employees and expatriates, to choose projects and define priorities in harmony with the objectives of DGEP and the subsidiary.

Staff movements

In refining (RM/FAF/HSE/ENV), Florence Brocard replaces Clotilde Dupré who is taking up other functions.

Meetings and Seminars

The **Sustainable Development Seminar** organised by the **Sustainable Development and Environment Division**, was held in Paris from the 12th – 14th October 2005. The objective of the meeting was "information and knowledge gathering strategies" on the Group's SD approach and it was equally an opportunity to promote the exchange and sharing of experience between the different **SD**

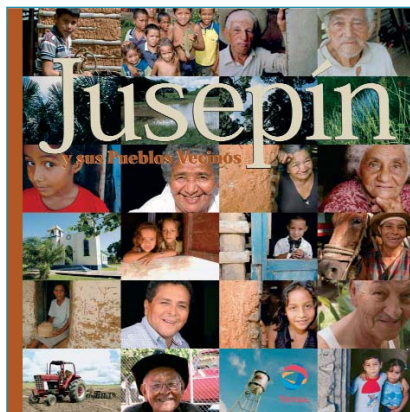
■ LIFE OF THE NETWORK (cont'd)

actors. The main themes of the meeting were: product lifecycles, Corporate Social Responsibility (CSR) and local development (SRM+ methodology, examples of dialogue, partnerships, Local Content, millennium objectives), access to energy, microfunding and finally SD indicators.

This seminar highlighted the spectacular progress of sustainable development over the past few years and the lively and dynamic network which has been created by the actors within the Group. Jean-Michel Gires concluded by reminding that the Group wishes to retain its capacity for medium and long term development. It must work on changing practices across the Group towards better control and reduction of impacts, generating added value for all the stakeholders and working towards a good preparation for the future. To reinforce Local Content, partnerships must encourage the purchase of goods and services from local companies, although care must be taken not to sacrifice economic and quality standards. Similarly it is essential to ensure development of the local industrial fabric (SME/SMI), professional development of local resources, in particular with training programmes, and the economic development of reception communities (CSR). For action in Corporate Social Responsibility and Local Development, the SRM+ approach adopted by the Group is being deployed and there are currently a wide variety of pilot projects which differ by a number of different parameters, activity, nature, type, size and geographical location. These projects will facilitate an indispensable and effective mapping. In practical terms the different cases which have promoted dialogue, including the Community Advisory Committees (CAC) in the United States, have illustrated that this approach is not only unavoidable, but that in the final analysis it also saves time and money. The desirable objective is that 75% of the major sites of the Group have mapped their stakeholders by 2007. In terms of microfinance and access to funding, encouraging initiatives have been taken in Venezuela (Bankomunales) and in Indonesia (microcredit). This is a tool which should be encouraged to kick-start economic development.

In 2006 the Group SD seminar will be held from the 4-6 October. A regional seminar is also planned, it will be held in Africa.

■ PUBLICATIONS



Jusepín y sus Pueblos Vecinos⁽¹⁾ illustrates the history of a community seen through the eyes of its people and told by them. The book was realised in partnership with Arteascope, a Venezuelan NGO, and has received the support of **Total Oil and Gas Venezuela**, as part of their action to promote social responsibility, and more specifically the programme for local human development. The book is full of very beautiful photographs some of which were taken by members of this community who were taught the art of photography in a special workshop. The book also includes memories of local people and thoughts for the future. It tells the story of an agricultural but oil-rich village in the State of Monaga, from 1938 to the present

day, and includes a vision of life in the next ten years. In December 2005, the book was presented at the photographic exhibition *NOSOSTROS Memorias de Jusepín*. This initiative is an excellent example of a participative development project and has been running for the past few years following the launch of the project by the Venezuelan subsidiary.

(1) *Jusepín and its Village Neighbours*
(2) *OUR STORY, Memories of Jusepín*

Outre-mer has prepared a "Methodological Guide for Road Safety for Total Subsidiaries", as part of their policy to bolster the number of actions being undertaken to promote road safety in countries where traffic conditions are particularly difficult, and where there is no driving safety culture to speak of. This document provides subsidiaries with a method to tackle traffic safety related issues. The approach is divided into three, staff, transport and the general public.

(To obtain this guide please contact philippe.cabus@total.com).

The **Sustainable Development and Environment Division**, the Group Mobility-Expatriation Division and the Industrial Safety Division have just jointly published "*Professions at the heart of sustainable development*". This work reflects the increasing emphasis and visibility of HSE over the past few years. This trend is continuing but must now be included in recruitment policy and in professional development offered to those who invest their time and energy in these operations.

Publications (cont'd)

The **United Nations** has published the 2005 Millennium Development Objectives. These objectives are to promote development and go from halving the number of primary children excluded from schooling through poverty to the halt of the spread of infectious diseases such as HIV/AIDS by 2015. They are recognised world-wide as indicators for progress towards which everyone must work together.

ORSE* (Observatory for the Corporate Social Responsibility of Companies) has just published a report on strategic NGO/Company partnerships, illustrated by a number of examples, among which is the partnership between Total and Pro-Natura. This development programme partnership, combined economic, social and environmental issues in the Niger Delta on the Nigerian coast. The partnership helped local communities to design their own development plans and to realise them within a democratic local framework. It illustrates the way the activity of the Group can have an impact in a region extending well beyond its immediate activity.

* ORSE: *Observatoire sur la Responsabilité Sociétal des Entreprises*

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